



# New Hope Program Handbook

## Maricopa County Animal Care and Control

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## Table of Contents

<b>Welcome .....</b>	<b>4</b>
<b>Our Purpose .....</b>	<b>4</b>
<b>Our History.....</b>	<b>4</b>
<b>MCACC Mission and Vision Statement .....</b>	<b>5</b>
Our Mission.....	5
Our Vision .....	5
<b>Locations and Hours of Operation.....</b>	<b>5</b>
<b>Stay Connected and Informed.....</b>	<b>5</b>
<b>General Guidelines and Best Practices.....</b>	<b>6</b>
Definition of a New Hope Partner .....	6
Age Restrictions .....	6
Alcohol & Drug Free Facility .....	6
County Property .....	7
Family & Friends on MCACC Campus .....	7
Good Housekeeping .....	7
New Hope Program Shelter Hours .....	7
Parking .....	7
Personal Pets on MCACC Campus .....	7
Tobacco on MCACC Campus.....	7
<b>Safety in the Shelter .....</b>	<b>8</b>
Animal Bites.....	8
Animals in Distress.....	8
Animal Handling .....	8
Fire & Emergencies.....	8
Inclement Weather.....	8
Inmate Policy .....	9
MCACC Buildings .....	9
Receiving and Intake Areas.....	9
Safety .....	9
Violence Prevention & Weapons.....	10
Injuries at the Shelter .....	10
Zoonotic Disease.....	10
<b>New Hope Partner Responsibilities .....</b>	<b>11</b>
Authorized Representatives .....	11
Code of Conduct .....	11
Confidential Information .....	12
Conflict of Interest.....	12
Contract Renewal .....	12
Contract Termination .....	13
Dress Code.....	13
Keys.....	13
New Hope Program Housing Standards .....	13
Record Keeping.....	13
Responding to Questions or Requests for Unauthorized Tasks .....	14

Suspension or Termination of New Hope Partner Contract.....	14
<b>New Hope Program Pathways.....</b>	<b>14</b>
New Hope Transfer .....	14
New Hope Medical Foster .....	14
Adoption .....	14
<b>MCACC Animals Eligible for New Hope .....</b>	<b>15</b>
Adoptable Animals .....	15
Bite Animals .....	15
New Hope Medical Foster Animals .....	15
Owner-Surrendered Animals.....	15
Pregnant or Expecting Animals.....	16
Stray Animals .....	16
Unaltered Animals .....	16
<b>New Hope Animal Requests .....</b>	<b>16</b>
Sick Animals .....	17
Euthanasia List (E-List) .....	17
<b>New Hope Partner Process – At the Shelter.....</b>	<b>17</b>
<b>New Hope Transfers .....</b>	<b>18</b>
<b>Adoptions.....</b>	<b>19</b>
Shelter Super Heroes .....	19
FAST PASS .....	19
<b>Transporting Animals from MCACC .....</b>	<b>19</b>
<b>Transporting Animals from MCACC to Other Organizations.....</b>	<b>20</b>
<b>Licensing of New Hope Transfer Animals.....</b>	<b>20</b>
Transfer of Ownership.....	20
<b>Frequently Asked Questions .....</b>	<b>22</b>
<b>Appendix.....</b>	<b>22</b>
New Hope Partner Acknowledgement.....	23
Release of Liability .....	24
Film and Photographic Public Release.....	24
Authorized Representative Change Form .....	25
Incident and Injury Report.....	26
Scheduling Dog-to-Dog Introductions with Eligible New Hope Only Dogs .....	27

## Welcome

Welcome to the Maricopa County Animal Care and Control (MCACC) New Hope Program! Thank you for wanting to dedicate your resources and time as a valued New Hope Program partner – by working together, we will be able to make a difference in the lives of thousands of animals in Maricopa County.

We have created this handbook to help you familiarize yourself with the New Hope Program and expectations for our partners. It contains information about MCACC, our New Hope Program policies and procedures, and so much more. Please take the time to carefully read this handbook and refer to it often throughout your partnership with MCACC.

Thank you again for choosing to participate in our program. We hope you will share our commitment and dedication to our shelter animals and the community we serve.



## Our Purpose

The purpose of the New Hope Program is to find permanent homes for animals that may not be adoptable under regular shelter circumstances and to acknowledge, cooperate with, and support the efforts of other reputable animal rescue organizations within the community. Our New Hope Partners take animals from MCACC that may need additional medical and/or behavioral attention beyond the scope of what MCACC can provide and may otherwise be euthanized. The role of Alternative Placement team at MCACC is to assist our Partners with the transfer of animals and to ensure that New Hope Partners understand applicable Maricopa County Animal Care and Control (MCACC) agreements, policies, and procedures.

## Our History

Maricopa County Animal Care and Control was first established in the early 1950s with the sole purpose of managing stray animals and preventing disease outbreaks in the community. Over the years, the organization has drastically changed its mission and now strives to address the pet overpopulation crisis by offering adoption services, spay/neuter programs, public education, and outreach efforts.

The New Hope Program was approved by the Maricopa County Board of Supervisors (BOS) on June 25, 1997. It was created to place eligible animals with authorized participants, including animal welfare organizations, animal shelters, veterinary hospitals, and animal rescue groups willing to care for the eligible animals until a suitable adopter can be found. The updated No Cost/New Hope License Program, approved by the BOS on May 3, 2000, allowed for more eligible animals to be transferred by authorized participants at no cost for the initial rabies vaccination, license, and transfer of license within the first year. As a result, more pets have been placed in new homes, increasing the percentage of successful adoptions and reducing euthanasia of impounded animals at the shelter. Since 2010, MCACC has transferred over 90,000 animals to all our rescue partners, including New Hope Program Partners.

## MCACC Mission and Vision Statement

### Our Mission

Working together to serve the animals and people of Maricopa County.

### Our Vision

We envision a community in which all pets are part of a family, provided with compassionate care and companionship. We strive to be an innovative and trusted resource for the community.

## Locations and Hours of Operation

### West Valley Animal Care Center

2500 S. 27<sup>th</sup> Ave, Phoenix, AZ 85009

### East Valley Animal Care Center (*currently closed*)

2630 W. Rio Salado Pkwy, Mesa, AZ 85201

### Lost pet recovery, stray pet intake, licensing, rabies vaccinations and microchip services

Monday – Friday 9AM – 6PM

Saturday – Sunday 9AM – 5PM

### Adoptions

Monday – Friday 11AM – 6PM

Saturday – Sunday 11AM – 5PM

**New Hope Hours** 9 AM - CLOSE

*\*Hours and locations subject to change on holidays and special circumstances*

## Stay Connected and Informed

Contact our MCACC New Hope Program/Alternative Placement staff and visit our websites and social media platforms for additional and up-to-date information:

**Alternative Placement Office Phones:** 602-372-1158 and 602-372-2750

**Alternative Placement Office Email:** [ACCAltPlacement@maricopa.gov](mailto:ACCAltPlacement@maricopa.gov)

**New Hope Program Email:** [ACCNewHope@maricopa.gov](mailto:ACCNewHope@maricopa.gov)

**New Hope Program Information Page:** <https://www.maricopa.gov/5590/New-Hope-Program>

**Outreach Program Manager:** Samantha Wessel [Samantha.Wessel@maricopa.gov](mailto:Samantha.Wessel@maricopa.gov)

**New Hope Portal:** <http://apps.pets.maricopa.gov/newhope>

**New Hope License/Transfer of Ownership Portal:** <http://apps.pets.maricopa.gov/newhope.aspx>

### MCACC Links:

**MCACC Adoptable Pets website:** <https://apps.mcdot.maricopa.gov/AdoptablePets>

**MCACC Main Phone:** 602-506-7387(PETS) and **Main Website:** <https://www.maricopa.gov/pets>

**MCACC Facebook Page:** <https://www.facebook.com/MaricopaCountyAnimalCareandControl>

**MCACC Twitter:** @MCAnimalCare

**MCACC Instagram:** @MCAnimalCare

**Maricopa County YouTube:** <https://www.youtube.com/channel/UCZKASNi4Nm27rw3gfUlJEKA>





## General Guidelines and Best Practices

Each of the guidelines and best practices listed below is supported by a Maricopa County or MCACC department policy. For more information on County or department policies, please contact the Outreach Program Manager. Below is a collection of important policies and processes that apply to all MCACC New Hope Partner organizations and their authorized representatives.

### Definition of a New Hope Partner

Within MCACC, a New Hope Partner is an organization or entity that has completed the New Hope Partner application and contract process and been approved by the Maricopa County Board Supervisors. We require our New Hope Partners to be designated nonprofit 501(c)3 organizations, with the exception of veterinary offices, transport businesses, and municipal shelters.

All approved organizations must maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a General Aggregate Limit of \$2,000,000 to include coverage for premises liability, bodily injury, broad form property damage, and personal injury. New Hope Partners must also maintain Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$100,000/\$300,000 for each occurrence to include coverage for any of the Lessee's owned, hired, and non-owned vehicles assigned to, or used in performance of, the New Hope Partner's work or services or use or maintenance of the Premises. New Hope Partners assume full risk and financial responsibility for the animals at the time the transfer documents are signed/completed. New Hope Partners are expected to maintain high quality of care for all their animals as outlined in their contracts and this Handbook.

A New Hope Partner may have up to five (5) individuals, in addition to the President/Director, approved to work in our shelter on behalf of the New Hope Partner. All New Hope Partner representatives are required to adhere to the standards outlined in this Handbook and Contract while working on MCACC property on behalf of the New Hope Partner. Throughout the Handbook, the term New Hope Partner or Partner refers to the organization and all approved representatives.

### Age Restrictions

Each authorized representative of a New Hope Partner organization must be 21 years of age or older to participate in the New Hope Program.

### Alcohol & Drug Free Facility

MCACC strictly forbids any alcohol or drug use, or being under the influence of drugs or alcohol, and does not allow any abuse of prescription or over-the-counter medication on MCACC property. These restrictions also extend to our New Hope Partners when on MCACC property.



### County Property

The equipment and facilities of MCACC are to be used only for the benefit of MCACC. Personal use of MCACC equipment is not allowed. Employees, volunteers, and New Hope Partners are expected to exercise appropriate care for furniture, supplies, and equipment at MCACC.

You may not use County or MCACC insignias, logos, photographs, or any other County intellectual property (“County Intellectual Property”) without the express, written consent of the County. In no event shall you use County Intellectual Property in a way that misrepresents or causes confusion as to the source of the use or in a manner that passes yourself off as part of the County or MCACC organization. Upon discovery of such use, MCACC will ask that you cease such use immediately. Failure to do so may result in ending your New Hope Program contract and any further action necessary to stop the infringing use of County Intellectual Property.

### Family & Friends on MCACC Campus

Family, including minor children, and friends of New Hope Partner authorized representatives are not allowed beyond MCACC areas of public access and will not be permitted to go with an authorized representative to evaluate or “pull” shelter animals. These visitors may not be on shelter property before it is open for the general public.

### Good Housekeeping

MCACC is proud of the cleanliness of our facility. Please help preserve our standard of good housekeeping by leaving kennels, play yards, and other shelter areas in the same clean condition you found them. If there is an area of concern, please direct the concern to a member of Alternative Placement for appropriate follow-up.

### New Hope Program Shelter Hours

Regular hours for New Hope Partners are two hours prior to opening of the shelters for adoptions to the general public until closing. Holidays and special events may affect these hours and notice will be given ahead of time.

### Parking

MCACC is not liable for theft or damage to your personal vehicle while you are visiting the shelter as a member of the public or New Hope Partner. We advise you to keep your doors locked and bring all valuable items with you or leave them at home.

### Personal Pets on MCACC Campus

Due to the high-stress environment of an animal shelter, MCACC does not allow New Hope Partners to bring their personally owned animals onto the MCACC campus for the purpose of running their own dog-to-dog introductions. If a New Hope Partner is interested in having a dog-to-dog introduction with a New Hope Only dog and a potential adopter/foster’s owned dog, they will need to make an appointment in advance to have MCACC Behavior staff facilitate it – please see the Appendix for more information. If a New Hope Partner is interested in an adoptable animal, either for adoption or transfer, for themselves or on behalf of their organization, they will need to make an appointment in advance to have MCACC staff facilitate any dog-to-dog introductions as part of the regular Meet and Greet process using the [online appointment calendar](#).

### Tobacco on MCACC Campus

All Maricopa County facilities are tobacco-free properties, including both animal care centers. Use of tobacco products (including smokeless tobacco, e-cigarettes, tobacco vapors, etc.) is not permitted in any County building. Smoking is not allowed on-property nor within 20 feet of entrances/exits to buildings.

## Safety in the Shelter

Safety is of the utmost importance at MCACC. Please read the following guidelines to know how and where to report and/or respond to safety issues or concerns. The animals in our care depend on all of us – please report to shelter staff immediately any observations of concern, such as signs of illness or untreated wounds, or behavioral issues, so they may be addressed.

### Animal Bites

Per state law, whenever an animal tooth breaks skin, it is considered a bite. You are required to report all bites, regardless of how minor the injury. Failure to report a bite, whether the bite happened to you or you witnessed the bite, could result in the ending of your New Hope Partner contract.



If you witness or sustain a bite, first address any first aid needs, including cleaning the bite wound thoroughly, or if necessary, calling for emergency medical assistance. Then immediately report the bite to a member of the Alternative Placement Team or the Shelter Manager and fill out an incident report (see appendix) with your contact information and all details surrounding the bite, including what activity you (or the person you witnessed) were doing with the animal and the animal's body language immediately before the bite occurred.

Animal bites can occur for many reasons and do not necessarily reflect poorly on that animal's behavior. If we have all the relevant information, we will be better prepared to handle the situation in the best interest of the animal and our community.

In addition, any and all bites that occur while the animal is under the care of the New Hope Partner shall be reported to MCACC, and animals will be quarantined in accordance with A.R.S. §11-1014 (E).

### Animals in Distress

If you notice an animal in distress while at the shelter, notify a member of the Alternative Placement Team or shelter staff immediately.

### Animal Handling

MCACC policy prevents individuals from walking or moving more than one animal at a time unless the animals are secure in carriers or kennels. This includes carrying small animals, like puppies and kittens.

### Fire & Emergencies

Familiarize yourself with the location of fire evacuation routes that you could use to leave the area in the event of fire or emergency. Please make every effort to guard against fire hazards. In the event of an emergency elsewhere in the facility, you will receive directions on what to do (evacuate, lock-down, etc.).

### Inclement Weather

Great value is placed on punctuality and reliability, but in the event of inclement weather, MCACC does not expect New Hope Partners to attend their scheduled appointments when doing so endangers their personal safety. Please contact Alternative Placement if you are unsure of the status or need to cancel your planned visit.





### Inmate Policy

MCACC contracts with local Department of Corrections programs to utilize inmates to assist with morning cleaning at both shelter facilities. Typically, work crews are on-site at the shelter from about 6 am until 11 am each day and help with sanitizing and deep cleaning every outside kennel. They may also assist with other tasks at either shelter including laundry, feeding, or various special projects. Shelter staff is responsible for managing inmates while at the shelter.

If you are in the shelter during these hours, the following guidelines for interacting with inmates apply:

1. Always treat inmates with respect and in a professional manner.
2. No physical contact at any time.
3. Do not accept any items from the inmates and do not give them anything above the requirements of their job.
4. Do not take any photos of, or near, inmates.
5. Do not share your personal life with inmates. Do not share your cell phone number, email, or address with inmates.
6. If you witness any concerning behaviors, please report it to a staff member immediately. Do not attempt to address it with the inmate directly.

If at any time, you witness or are a part of a violation of this Inmate Policy, please report to shelter staff immediately. Do not attempt to solve conflicts between inmates or attempt to direct inmates on their job duties. All instructions to inmates must come from MCACC or Correctional staff.

### MCACC Buildings

You may be given access to non-public areas of MCACC buildings as a New Hope Partner. This access is restricted to your use only and is not to be shared with others without prior authorization. If a New Hope Partner provides any unauthorized person access to any MCACC building, it may result in the ending of their New Hope Program contract.

### Receiving and Intake Areas

New Hope Partners are not permitted in the receiving area ("The Ramp") or intake area ("The Bubble") unless accompanied by an MCACC staff member. This is for your safety and the safety of our animals. If you are unsure where these areas are, please contact a member of the Alternative Placement team.

### Safety

An effective safety program requires the full cooperation of everyone entering the shelter. For that reason, everyone is expected to exercise care for their own safety and that of others by observing all safety rules.

If you see an unsafe condition, it is imperative that you immediately report it to a member of the Alternative Placement team as soon as possible. Questions or comments regarding safety issues should be discussed with the Outreach Program Manager.



### Violence Prevention & Weapons

To ensure a harmonious, safe and healthy shelter environment and to minimize the opportunity for violence, MCACC has adopted a "zero tolerance" policy toward workplace violence. Any and all acts of intimidation, threats (even if apparently facetious), possession of lethal weapons, or acts of violence will not be tolerated. These acts will be referred to legal authorities when appropriate. A threat, threatening behavior, or any other act of aggression by an employee, volunteer, or New Hope Partner while they are on-site or off-site on official MCACC business is a violation of this policy. Any knowledge of a direct, or indirect, threat made

toward yourself, another New Hope Partner, a volunteer, an employee, or a visitor can be confidentially reported to the Outreach Program Manager or the first available member of management.

MCACC does not allow weapons, including concealed handguns or other weapons (to include knives with blades longer than three inches), to be carried onto its property. Possession of any deadly weapons anywhere on the campus of MCACC is strictly prohibited and may result in immediate termination of your New Hope Program contract.

### Injuries at the Shelter

Every injury at the shelter, no matter how slight, must be reported immediately to a member of the Alternative Placement Team or MCACC management. Even seemingly minor injuries can result in serious complications if proper medical attention is not obtained. If you are injured while acting on behalf of your New Hope Organization at MCACC, it is your responsibility to report the accident immediately, and you may be required to complete MCACC's incident report (see Appendix).

### Zoonotic Disease

Zoonotic diseases are diseases caused by infectious agents that can be transmitted between animals and humans. You should not let this section alarm you, but rather remind you that as a New Hope Partner you may be in the shelter environment where these organisms often exist.

The most effective means of preventing zoonosis is to:

- Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or drinking.
- Immediately disinfect scratches and bite wounds.
- Let your physician know that you work closely with shelter animals.

Just as you can catch illnesses from dogs and cats, you can also unknowingly carry illnesses back to the animals in your care. The most effective means of preventing the spread of illness to your pets (or from your pets to our shelter animals) are to:

- Make sure that your own animals have all their vaccinations up to date. Let your veterinarian know that you work with shelter animals.
- Change your rescue clothes before socializing with your animals at home, and vice versa.
- Check the soles of your shoes before leaving the shelter to ensure you are not tracking feces into your car and home. Or, even better, designate a pair of shoes to be your "shelter shoes" and take them off before entering your home.

## New Hope Partner Responsibilities

Our New Hope Partners are part of the MCACC team and therefore we uphold you to similar standards as our shelter employees and volunteers.

### Authorized Representatives

Each New Hope Partner Organization is allowed to have up to five (5) individuals authorized to pull, evaluate, transfer, and/or transport MCACC animals for the Partner. The New Hope Partner is responsible for ensuring each representative is versed in the guidelines outlined in this Handbook, including signing the attached Acknowledgement Form, Liability Waiver, and Photo Release. The Partner's Reporting Contact and Executive Director/President are the only individuals able to add or remove representatives from the Partner's authorized list. Once a request to add or remove an individual has been submitted, allow up to 72 hours for Alternative Placement to process the request and send confirmation.



To add or remove an individual from the Partner's authorized list, email the Change Request Form (see Appendix) to [ACCNewHope@maricopa.gov](mailto:ACCNewHope@maricopa.gov). When adding an individual to the authorized list, the Partner is responsible for also submitting signed Acknowledgement Form, Liability Waiver, and Photo Release forms for that individual. New forms must be submitted every time an individual is added to the Partner's list, even if the individual has submitted signed forms in the past.

At no point in time may a New Hope Partner have more than five (5) representatives authorized to pull, evaluate, transfer, or transport animals for their organization. The Partner is responsible for the actions of their Representatives at all times while the individual is in the shelter on behalf of the Partner.

### Code of Conduct

As a partner of MCACC through the New Hope Program, you are representing Maricopa County any time you interact with people and animals at our shelter. As outlined in the New Hope Program Contract, we ask that you are polite and courteous when interacting with visitors to the shelter and potential adopters. We also ask that you treat all employees and volunteers with respect, dignity, and compassion and avoid disrupting shelter operations. Disrespectful or unprofessional behavior, sexual harassment, discrimination, retaliation, threats, disparaging remarks, and discriminatory or vulgar language will not be tolerated. If a problem arises, it should be immediately brought to the attention of the Outreach Program Manager, a Shelter Division Manager, or the Director.

New Hope Partners may take photographs and video of available animals for the personal use of the New Hope Organization, including tracking animals in the shelter system, recruiting a foster to care for the animal, and determining fit for your organization. New Hope Partners must also verify the accuracy of all information shared with their networks and may not voice misleading or untruthful information about MCACC, its staff, or volunteers in any form whatsoever, including social media.

This code of conduct applies to online and/or written material as well as personal interactions with staff, volunteers, other rescues, and members of the public.

### Confidential Information

New Hope Partners are not allowed to share any confidential information they may encounter while at MCACC, unless required by law or approved by the Director. Confidential Information includes personal identifying details (names, phone numbers, addresses, email addresses, etc.) of staff, volunteers, adopters, previous animal owners, DO NOT ADOPT lists, and animal rescue organizations. Confidential Information may also include an individual's credit card numbers, social security numbers, medical history, family member's information, or other personal characteristics.



New Hope Partners and their representatives are expected to exercise care not to disclose Confidential Information unintentionally, by indiscreet conversation, or by careless handling of Confidential Information. New Hope Partners and their representatives may not use County property to access Confidential Information for anything other than business needs as identified by MCACC. This prohibits accessing and/or using Confidential Information with the intent to contact or meet individuals, including adopters, rescue partners, staff, volunteers, or members of the public. Any representative of a New Hope Partner organization who purposely, or through failure to exercise reasonable care, causes Confidential Information to be improperly disclosed or used, may be released from the New Hope program.

### Conflict of Interest

A conflict of interest refers to a situation where a representative of a New Hope Partner has competing personal or professional obligations and/or interests that would negatively impact their ability to fulfill their MCACC New Hope Partner agreement duties fairly and ethically. This may include a New Hope Partner Representative who also works, volunteers, or fosters for MCACC. Any suspected conflict of interest, real or perceived, must be reported to the Alternative Placement within 48 hours of the conflict being realized or identified. Any MCACC employee, volunteer, or foster who works, volunteers, or fosters for a rescue must submit a request for approval to their appropriate MCACC supervisor within 48 hours of the conflict being realized. The purpose of disclosing a potential conflict of interest is to re-affirm and foster our openness and transparency and protect MCACC's reputation and integrity.

### Contract Renewal

The New Hope Program Partner contract may be renewed as many times as desired by both parties, but each renewal may not exceed the duration of the previous agreement. All amendments to the contract shall be in writing and signed by authorized persons for Maricopa County and the New Hope Partner organization. At the end of the renewal period, MCACC may ask the Partner to resubmit their application materials to maintain their active New Hope Partner status.

A Certificate of Insurance verifying your organization's insurance coverage, in compliance with Article 10 of the New Hope General Services Contract, shall be provided to MCACC annually.

MCACC will perform a contract compliance review annually, which may include an inspection at any and all premises where animals are maintained, following a twelve (12) hour notice to the New Hope Partner.

### Contract Termination

Either Party may terminate the New Hope Program Partner Contract at any time by giving written notice to the other Party and by specifying the effective date. Contract termination would be effectively immediately unless otherwise specified. Upon termination of the contract, all property of MCACC in the possession of the New Hope Partner, including kennel keys, records, and forms shall remain the property of Maricopa County and shall be returned immediately to MCACC. Maricopa County may terminate this contract immediately when the life, health, or safety of any animal is in jeopardy because of the actions or inactions of a New Hope Partner.

### Dress Code

When in the shelter, New Hope Partners are required to adhere to the following dress code guidelines to allow them to be recognizable to staff and the public and to protect their safety when interacting with our animals. All authorized individuals “pulling” or evaluating dogs must wear clothing appropriate for a shelter environment, including:

- A T-shirt or other item that identifies the rescue they are representing. If a T-shirt is not available, individuals may sign-out a “rescue” lanyard when signing-in with Alternative Placement and return it before they leave the shelter.
- Long, sturdy pants (must completely cover and come past knees) must be worn to protect your legs. Shorts, skirts, yoga pants, and dresses will not be allowed.
- Closed-toe and closed-back shoes appropriate for handling and working with dogs are required for all New Hope Partners.
- Earbuds/Headphones/Phones should not be used while with a dog or in the shelter buildings.

Please see the Outreach Program Manager with any dress code questions. Dress code violations may result in the New Hope Partner representative being asked to leave and return when appropriately dressed for the shelter. Repeat dress code violations may result in the suspension of that organization’s representative from the New Hope Program.

### Keys

As a New Hope Partner, you may sign-out a kennel key when you check in with Alternative Placement upon arriving at the shelter to “pull” animals. The New Hope Partner is responsible for maintaining the key(s) while at the shelter and ensuring all representatives return and sign-in the key(s) before leaving. Our security, as well as the safety of the animals and the public, is of the utmost importance.

### New Hope Program Housing Standards

New Hope Partners are not exempt in any way from applicable laws, ordinances, or MCACC rules and regulations regarding animals and animal care. New Hope Partners will conduct their affairs in accordance with terms of the New Hope Partner Contract. MCACC reserves the right to suspend a New Hope Partner’s contract privileges at any time if there are concerns regarding the health and well-being of animals, in accordance with the New Hope General Services Contract.

### Record Keeping

New Hope Partners are required to maintain records regarding the location of each animal, and the address and persons responsible for its care. Records shall be made available for inspection and audit by MCACC for at least two (2) years from the date the New Hope Partner acquired the animal.



### Responding to Questions or Requests for Unauthorized Tasks

When you are in the shelter in a New Hope Partner capacity, you may receive questions from the public. To keep from giving out misinformation, please direct the public to a staff member to help them. An example response to a question for assistance is: *"I'm sorry, I'm not a shelter employee, but let me find someone who can help you,"* and then introduce them to a staff member who can assist. As a New Hope Partner, you are not allowed to give medical or legal advice to the public.

### Suspension or Termination of New Hope Partner Contract

We truly appreciate every effort our New Hope Partners make in saving animals' lives in our community and we hope there will never be a need to address inappropriate behavior or conduct. To accomplish this goal, everyone must hold themselves to certain standards of conduct and behavior.

By signing the New Hope Program Partner Contract, you and your authorized representatives, agree to comply with this Handbook, the New Hope Partner Contract, and all MCACC guidelines, policies, and procedures for participating in the New Hope Program. A New Hope Partner may have conditions placed upon their privileges, be suspended from the Program for a specified period of time, and/or have their New Hope Partner privileges permanently revoked at any time if they fail to meet the Program requirements as outlined in the Contract and this Handbook.

For more information on temporary suspensions, refer to **Section A: DUTIES OF COUNTY** in your New Hope Program contract.



### New Hope Program Pathways

There are three basic pathways for a New Hope Partner to take ownership of animals from our shelter to the care of their organization.

#### New Hope Transfer

You may have an opportunity to transfer an animal from MCACC to your organization for placement, at no cost to you. This option is available for almost all animals 24-hours after the legal stray hold period has ended.

#### New Hope Medical Foster

You may choose to foster an animal in need to provide additional medical care, with the approval of the Chief Veterinarian and Outreach Program Manager. This option may be available when an animal is in need of urgent medical care but may still be under the care of MCACC.

#### Adoption

MCACC animals available for adoption may be adopted on behalf of your New Hope Organization, or when you are acting as a member of the public, during regular

shelter adoption hours only. All applicable fees, including Shelter Super Heroes and FAST PASS, will apply.

## MCACC Animals Eligible for New Hope

The New Hope Portal lists dogs, and occasionally cats, that are most in need of the resources available through our New Hope Partners.

Animals listed as Urgent Behavior, Urgent Medical, and/or New Hope ONLY on our online New Hope Portal should be given priority by our Partners as our shelter has limited resources to provide them with what they need, and these animals require an immediate outlet. We strongly encourage you to check the New Hope Portal daily as information can be updated often throughout the day: <http://apps.pets.maricopa.gov/newhope>.

While MCACC will provide a New Hope Partner with all medical and behavioral information available, MCACC cannot and does not make any representations or warranties, either expressed or implied, concerning the temperament, health, habits, or background of any animals.

New Hope Transfer animals will be accepted for return within seven (7) days of transfer at no charge. An owner-surrender appointment will be required, and fees assessed after the seventh day.

The following are categories of animals that may often be available for New Hope Transfer.

### Adoptable Animals

Animals that have been evaluated by our Behavior Team and deemed adoptable may be available for New Hope Transfer. Typically, New Hope Partners must wait at least 24 hours from the legal due out date and time before transferring an adoptable animal to their organization, unless the animal is injured or ill. However, you may also choose adoption instead of New Hope transfer for certain animals.

### Bite Animals

Bite animals are those with a reported incident of biting a person and may be available on a case-by-case basis. Authorization must be obtained from a Shelter Division Manager and a bite waiver must be signed for every bite animal transferred to a New Hope Partner.

### New Hope Medical Foster Animals

An animal in need of urgent medical care may leave MCACC's facility with a New Hope Partner if deemed medically necessary by the Chief Veterinarian. If a New Hope Partner opts to medically foster a sick or injured animal before the stray hold has been completed and assume responsibility, they will not own the animal and will be obligated to return the animal to the legal owner should they come forward to reclaim the animal before the end of the stray hold period. All medical fosters will be transferred to the New Hope Partner as soon as the stray period has ended.

### Owner-Surrendered Animals

Animals surrendered to MCACC are evaluated following intake and may or may not be available for the New Hope Program upon completion of the assessment.



### Pregnant or Expecting Animals

When a pregnant animal is identified at MCACC, our Alternative Placement Team will attempt to notify all New Hope Partners via an email plea. New Hope Partners will have 48 hours to come pick-up the pregnant animal before she will be scheduled for surgical sterilization.

- **“Medical Foster – Pregnant”** – Used if the animal is on stray hold or we are attempting to contact the owner. See above for details on medical fosters.
- **“New Hope Transfer”** – taken into ownership immediately via the New Hope Transfer pathway. This option is available when there is not a hold on the animal.

NOTE: If taken into ownership, responsibility for ensuring all puppies/kittens are sterilized prior to adoption falls with the New Hope Partner. The New Hope Partner is responsible for any medical costs associated with the pregnancy and birth.

### Stray Animals

Stray animals will be held for a minimum of seventy-two (72) business hours unless the health of the animal is at risk. Any decision to waive the legal holding period for humane reasons will be made solely by recommendation from the MCACC veterinary team and managed on a case-by-case basis by Outreach Program Manager or a Shelter Division Manager.

### Unaltered Animals

Unaltered animals may be removed from MCACC but **MUST be sterilized by the New Hope Partner or their veterinarian prior to being placed for adoption** (if healthy enough to undergo anesthesia). Proof of sterilization once altered, or a note from a veterinarian stating why the animal is not healthy enough to be altered must be submitted to MCACC. Failure to alter the animal will result in the termination of your contract.

If you would like to have MCACC surgically sterilize any unaltered animals before you take them out of the shelter, the following fees will apply per animal:

- |                      |                      |
|----------------------|----------------------|
| ▪ Dog – Female: \$91 | ▪ Cat – Female: \$42 |
| ▪ Dog – Male: \$84   | ▪ Cat – Male: \$39   |

Note: Once an animal is transferred/medically fostered through New Hope, the responsibility for all licensing, vaccines, sterilization, medical care, and behavioral training is the responsibility of the New Hope Partner.

### New Hope Animal Requests

If you are interested in a certain animal, we encourage you to email your inquiry to the Alternative Placement Team’s shared email: [ACCNewHope@maricopa.gov](mailto:ACCNewHope@maricopa.gov). This email is accessible to all Alternative Placement team members and is the preferred method of communication. You may also call Alternative Placement (602-372-1158 or 602-372-2750) to let us know you are able to take an animal.

The Alternative Placement Team will make a note in the animal’s record of your interest and confirm receipt of your request. Because of the high volume of intake in our shelter we cannot hold animals for any New Hope Partner. However, priority for placement of the animal will be given to the New Hope Partner onsite who has completed the request process and received confirmation from the Alternative Placement Team. If a member of the public is interested in an animal still in our care that is adoptable (or re-assessed as adoptable), the adopter has priority to proceed with adopting the animal over completing the New Hope Transfer.

### Sick Animals

If you are interested in a very sick and/or suffering animal and call us with advance interest, you MUST be committed to picking up the animal from MCACC within a 2-hour period – unless other approved arrangements have been made with MCACC. If arrangements cannot be made, or you cannot be reached by telephone, then MCACC will make the final decision on the disposition of the animal.

### Euthanasia List (E-List)

For animals at-risk for euthanasia with a scheduled date for euthanasia, you must contact Alternative Placement as outlined below during normal business hours. Many animals at-risk for euthanasia may require additional resources to prepare the transfer.

If you are interested in an animal scheduled for euthanasia the following day, and it is after business hours, you must send an email to kennel staff at [RescueWest@maricopa.gov](mailto:RescueWest@maricopa.gov) and [RescueEast@maricopa.gov](mailto:RescueEast@maricopa.gov) in addition to emailing [ACCNewHope@maricopa.gov](mailto:ACCNewHope@maricopa.gov). Email messages are checked by 6AM each morning and again prior to euthanasia. All email pulls must include the following items to be eligible for consideration:

- Animal ID (“A” Number) in the subject line
- New Hope Partner organization name and name of contact
- Telephone number for contact person at New Hope Partner
- Kennel number
- If pulling for possible owner or adopter, include any known contact information
- Specific time frame your organization will be picking up the at-risk animal (must be same day)

Notes regarding animals on the E-List: While MCACC tries to adhere to a first come/first serve basis, exceptions may apply and MCACC has the right to determine the priority. E-listed animals pulled by a New Hope Partner must be removed from MCACC within twenty-four (24) hours of the request. MCACC reserves the right to deny transfer to a New Hope Partner if it is not in the best interest of the animal.

### New Hope Partner Process – At the Shelter

Before coming to the shelter to evaluate and/or “pull” animals for your organization, we encourage every New Hope Partner to schedule an appointment with Alternative Placement via email. If you do not have an appointment, you may have to wait in the lobby until an Alternative Placement coordinator is available to assist you.

All New Hope Partners entering the shelter must sign-in with Alternative Placement prior to accessing the kennels or pulling animals and then sign-out when leaving MCACC. An example of the sign-in sheet, located in the Alternative Placement office, is shown below.



## RESCUE SIGN IN SHEET

DATE	RESCUE NAME	INDIVIDUAL'S NAME	TIME IN	KEY OUT	TIME OUT	KEY IN	SIGNATURE
8/1/20	New Hope Partner Org.	NH Authorized Rep.	1PM	X	2PM	X	<i>New Hope Authorized Representative</i>



The New Hope Partner is responsible for ensuring Alternative Placement has a current list of all persons authorized to “pull”, adopt, or transport animals for the organization. Individuals not on the list will not be permitted to select or remove animals from MCACC.

If the wrong animal is taken by a New Hope Partner for any reason (i.e. wrong animal in kennel, animal still on stray hold, animal already adopted, animal owner contacted, etc.), the New Hope Partner must return the animal to MCACC within twenty-four (24) hours.

### New Hope Transfers

Follow the below steps for pulling/transferring animals to your organization:

1. Review available animals online via the New Hope Portal: <http://apps.pets.maricopa.gov/newhope> and the Adoptable Pets website: <https://apps.mcdot.maricopa.gov/AdoptablePets>.
2. Contact Alternative placement to request the animal and schedule an appointment for an evaluation and/or pickup.
3. When you arrive at the shelter, proceed to the Alternative Placement office and sign in and request a kennel key and/or rescue lanyard as needed. Once you have signed-in, you may walk the kennels and pull or interact with New Hope eligible animals.
  - a. New Hope Partners are required to be accompanied by a member of the Alternative Placement Team or other MCACC staff when meeting or evaluating animals that have not received or passed an MCACC behavior evaluation as noted in their records – if you are unsure, please see Alternative Placement for further assistance. Animals that have serious behavioral notes may need to have a member of the Behavior Team accompany you during your evaluation of that animal. Appointments are strongly recommended to ensure appropriate staff may be available.
  - b. Animals that are unsafe for handling in the shelter environment may not be able to be pulled from their kennel for a “Meet and Greet” or evaluation with New Hope Partners. If a New Hope Partner is interested in animal that is unsafe to pull from the kennel, they will complete the paperwork and the animal will be loaded into their transport kennel by trained MCACC staff.
4. If you would like to New Hope an eligible animal, we encourage you to review all notes and have the kennel record updated immediately by the Alternative Placement team. If the record is not updated, you take the chance of losing the animal to another New Hope Partner on the premises.
5. Once you have made your final selection(s), proceed back to the Alternative Placement office to complete the necessary paperwork and return the loaned kennel key. If Alternative Placement is not available, you may go to the Adoptions Desk for assistance.
6. After your paperwork is completed you may have kennel staff “pull” your animals for you, or you may “pull” your own animals. Please have your kennels ready for transport.
7. Before you leave the building, please verify you have the correct information and documentation for each animal you are taking, including:
  - a. Verify each animal and Animal ID number is correct
  - b. Current license
  - c. Rabies certificate
  - d. Medical history
  - e. MCACC receipt





## Adoptions

Acting as a representative of your New Hope Partner organization, or as a member of the general public, you may choose to adopt any adoptable animal and pay the applicable fees. Animals that are available through one of the programs listed below may have additional fees or restrictions in place for New Hope Partners. An adoption appointment is required if you are intending to adopt any animal for yourself or your organization. MCACC will not facilitate meet and greets between a New Hope Partner's foster or adopter and our shelter pets on MCACC property. If a New Hope Partner has a potential foster or adopter for an MCACC animal, they must first take ownership of the animal and then arrange for any introductions to occur at your own location. Adoption appointments can be made online:

<https://mcaccappointments.as.me/adopt>. Please note: New Hope Partners can adopt animals for the adoption fee; however, you **cannot** interfere with the adoption to a member of the public.

## Shelter Super Heroes

A Shelter Super Hero (SSH), as designated by shelter staff, is a highly adoptable animal that has not displayed concerning behaviors while in the shelter and has a \$300 adoption fee.

- New Hope Partners may adopt up to two (2) SSH per day. Shelter Super Heroes may only be available for New Hope Transfer if not adopted within the first seven (7) days of becoming adoptable.

## FAST PASS

Certain animals may be eligible to be adopted before the due-out date through our FAST PASS adoption program. Rescues and New Hope Partners will have a twenty-four (24) hour wait from initial intake to FAST PASS eligible animals to allow MCACC to honor our mission and serve the animals and people of Maricopa County. The adoption fee for all FAST PASS eligible animals is \$300 and not all animals are eligible for FAST PASS.

- A \$50 **non-refundable deposit** must be paid for each animal at the time of FAST PASS. If the owner claims the animal before the due-out date and time, the animal will be returned to the owner and the adoption canceled. If not, the FAST PASS adoption may be finalized by paying the \$250 balance.
- All FAST PASS decisions must be made in person and occur during regular shelter adoption hours only. No selections, reservations, or holds will be accepted over the phone or by email.
- New Hope Partners may do a Meet & Greet with an animal before making a final decision, but no dog introductions will be allowed for any FAST PASS candidate while under the legal hold period.

## Transporting Animals from MCACC

Only approved representatives from your New Hope Partner Organizations may pick-up or transport animals from MCACC. Unauthorized persons will not be permitted to remove or transport animals from MCACC under any circumstances.

Representatives transporting shelter animals on behalf of the New Hope Partner must adhere to the following:

- Be prepared for transporting animals with an appropriately sized vehicle and kennel for each animal, including large dogs.
- Only arrive at MCACC once your organization has received confirmation from Alternative Placement that the animal(s) is/are ready for pick-up. Please do not call the shelter directly to see if the animal is ready for transport.
- Have the receipt/Animal ID number(s) of the animal(s) being transported readily available.
- Upon arrival at MCACC, proceed directly to the Alternative Placement office and let them know which organization you are with and how many animals you are picking up. Representatives of the New Hope Partner may be asked for identification.
- Listen for your organization's name to be called – not your personal name.

- At the **West MCACC** facility, kennel staff will “pull” your animals and bring them to the lobby.
- At the **East MCACC** facility, proceed to Receiving located out the back of the building to have kennel staff release the animals to you. (When leaving the front office, follow the yellow curbing to the back of the building.)
- Before leaving the facility, verify that the Animal ID number(s) and description(s) match the animal(s) being transported.
- If picking up from the **Clinic directly**, have the Animal ID number(s) readily available. Please be patient as the clinics at both facilities are busy. Note that extra fees for e-collars and medications may apply for each animal.
  - At the **West MCACC** facility, go to the door with the paw print, located to the right of the main entrance and ring the bell. If you are still waiting after 5 minutes, please re-ring the bell.
  - At the **East MCACC** facility, proceed to the first small building you see as you pull in the parking lot and ring the bell. If you are still waiting after 5 minutes, please re-ring the bell.
- **DO NOT** leave any animals in your vehicle(s) while you are inside our shelter. **NOTE:** *It may take longer than expected to have animals pulled for transport.*

### Transporting Animals from MCACC to Other Organizations

New Hope Partners who will be transferring/transporting animals to other agencies, groups, and/or municipal shelters will provide written notification in advance of the transfer/transport to Alternative Placement with the following information:

- Date of transfer/transport
- Method of transfer/transport (ground or air) and name of driver or pilot, if applicable
- Name, address, phone number, and contact person of the receiving agency, shelter, or group. The receiving agency should be a 501(c)3 or a municipal shelter.

### Licensing of New Hope Transfer Animals

All dogs over the age of three (3) months are required to be licensed and vaccinated for rabies per Arizona State Statute. Healthy dogs over the age of three (3) months are given a rabies vaccine and issued a license in the New Hope Partner’s name at the time the animal is removed from MCACC. There is no cost to the New Hope Partner for this service.

Dogs over the age of three (3) months that are deemed not healthy enough to receive a rabies vaccine may still be released to the New Hope Partner. At the time the animal becomes healthy enough to receive a rabies vaccine, he/she may be brought back to MCACC for rabies vaccination and license, at no charge to the New Hope Partner. If a private veterinarian provides the rabies vaccine instead, a rabies certificate must be sent to Alternative Placement, at which time a license will be issued at no charge.

If a license expires during a New Hope Partner’s ownership of the animal, it is the responsibility of the New Hope Partner to provide a current rabies vaccination certificate and purchase a license renewal at the current licensing fee.

### Transfer of Ownership

New Hope Partners are responsible for transferring the license ownership for each MCACC dog that is adopted or rehomed through the Partner’s organization. License transfers of dogs from MCACC **must** be completed by the New Hope Partner within **fifteen (15) days of adoption**. New Hope Partners that fail to maintain accurate license records will be subject to suspension and/or termination of the New Hope Partner agreement.

**First License Transfer of a New Hoped Dog:** In addition to the initial license provided to you, MCACC will provide **one (1) license transfer** to a new owner at no cost, providing that transfer occurs while the initial license is still valid. This initial license transfer must be done through the New Hope License Transfer Portal: <http://apps.pets.maricopa.gov/Transfer/default>

Note: It is your responsibility as a New Hope Partner to obtain the license transfer, as outlined above, once you adopt out or accept a returned animal. New dog owners cannot go through the New Hope Licensing Portal or our website to complete a license transfer for an adopted New Hope animal. Please do not inform new adopters to go online to request a license transfer or refer them to Alternative Placement for assistance.



## Frequently Asked Questions

These are some of the key questions asked by New Hope Partners and members of the public when they first visit our shelter. Please contact our Alternative Placement team if you have additional questions.

**Q: Whom should I contact to check on the status of my New Hope Program Partner application?**

**A:** Email [ACCNewHope@maricopa.gov](mailto:ACCNewHope@maricopa.gov) for a status update. Please allow up to 48 hours for a response.



**Q: Whom should I contact to check on the status of an animal eligible for the New Hope program?**

**A:** You can view update animal information and availability online via the New Hope Portal (<http://apps.pets.maricopa.gov/newhope>) or you may send an email to [ACCNewHope@maricopa.gov](mailto:ACCNewHope@maricopa.gov).

**Q: What is Rabies Quarantine or Bite Quarantine?**

**A:** This is a medical quarantine, required by law, resulting from a situation in which an animal tooth has broken skin on a person creating a possible rabies exposure situation. Per state law, these animals must be held for a minimum of 10 days to observe for clinical signs of rabies. After a bite quarantine hold, each animal is evaluated to determine its potential risk to the health and safety of the community.

**Q: What does the adoption fee include?**

**A:** Adoption fees include: the spay or neuter surgery, rabies vaccine, booster vaccines, and 1-year license for dogs older than three months. Microchips are also included thanks to generous community sponsors.

## Appendix

The following documents are supplied to provide supplemental information as referenced throughout the Handbook. Each document begins on a new page. If you have questions or would like to see additional information added to the Appendix, please contact the Outreach Program Manager.



## Maricopa County Animal Care and Control



### New Hope Partner Acknowledgement

Please review and initial each item listed below and then sign and date in the space provided. Once completed, please detach and provide this page as part of your New Hope Program application. A completed form will be required for each representative of your group that will pull, adopt, and/or transport animals on behalf of your New Hope organization.

I have completely read and fully understand the Maricopa County Animal Care and Control (MCACC) New Hope Program Handbook and agree to adhere to all rules, guidelines, and principles outlined therein, including:

\_\_\_\_\_ I will always treat all shelter animals humanely and with compassion.

\_\_\_\_\_ As a valued partner of MCACC, I will conduct myself in a professional and courteous manner at all times when dealing with County staff, volunteers, and members of the public. I will not interfere or disrupt the functions of the County or fail to comply with the procedures established by MCACC.

\_\_\_\_\_ I will sign in at the Alt. Placement Office as a New Hope Partner when I arrive at the shelter and sign out before leaving the shelter. I will also return any signed-out items (e.g. keys, rescue lanyard).

\_\_\_\_\_ I will immediately report ANY animal bite or injury and follow all required procedures.

\_\_\_\_\_ I will always follow all MCACC guidelines and procedures to ensure the health and safety of all animals and people at the shelter, including preventing the spread of zoonotic diseases.

\_\_\_\_\_ I will adhere to the dress code, including wearing a rescue t-shirt or name tag, or a signed-out rescue lanyard, at all times when at the shelter acting on behalf of a New Hope Partner organization.

\_\_\_\_\_ I will not engage the inmates cleaning the shelters above and beyond the requirements of their assignment, I will not give the inmates anything they are not authorized to have or take anything from the inmates, nor will I take photos of, or near, the inmates at the shelter.

\_\_\_\_\_ I will abide by all MCACC rules relating to confidentiality and will not use nor disclose any Confidential Information without prior written approval from the Director.

\_\_\_\_\_ I will not give medical or legal advice to the public in my capacity as a New Hope Partner.

\_\_\_\_\_ I will ensure that when a concern arises that the County will be the first point of contact toward resolution of the issue and I understand that harassment directed at or about any County employees or volunteers in any forum, print or in person, will not be tolerated.

\_\_\_\_\_ I understand that failure to adhere to any of the above rules may result in the suspension and/or termination of myself and/or my New Hope Organization from the New Hope Program.

NH Partner Name: \_\_\_\_\_ Date: \_\_\_\_\_

NH Representative Name (Please Print): \_\_\_\_\_ Signature: \_\_\_\_\_

NH Representative Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_





# Maricopa County Animal Care and Control



## Release of Liability

I, \_\_\_\_\_, hereby agree to participate in a Maricopa County New Hope Program with the Department of Maricopa County Animal Care and Control. In doing so, I agree to comply with all of the rules, regulations, policies, and procedures of Maricopa County. I understand that failure to do so may result in immediate suspension from the program.

I recognize that in the participation of this, and any Maricopa County programs, there exists a risk of injury including, but not limited to, physical harm. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless, Maricopa County, its' agents, servants, and employees from any and all claims, causes of action, or demands, of any nature or cause, including all claims arising out of the negligence of Maricopa County and any persons for whose actions Maricopa County may be held liable, and including attorney fees incurred or sustained by me in any way connected with my participation in any program for Maricopa County.

Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

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## Film and Photographic Public Release

I hereby grant and authorize Maricopa County and its representatives the right, without any obligation to me, to take, edit, alter, copy, exhibit, publish, distribute and/or make use of any and all pictures or video taken of me to be used in and/or for any promotional materials including, but not limited to, newsletters, flyers, posters, brochures, advertisements, fundraising letters, annual reports, websites, social networking sites and other print and digital communications that they may designate.

Representative Name (Printed) \_\_\_\_\_

Representative Signature \_\_\_\_\_ Date \_\_\_\_\_



## Maricopa County Animal Care and Control



### Authorized Representative Change Form

Please complete the below form to add and/or remove people from your organization's list of Authorized Representatives and send to [ACCNewHope@maricopa.gov](mailto:ACCNewHope@maricopa.gov). Signed copies of the Acknowledgement Form, Liability Waiver, and Photo Release Forms must also be included for each person added below.

As the President/Director of \_\_\_\_\_ (print name of rescue organization), I approve the following changes to my official list of Authorized Representatives for MCACC's New Hope Program.

I would like to REMOVE the following individuals from my group. *(Please list first and last name(s).)*

- 1.
- 2.
- 3.
- 4.
- 5.

I would like to ADD the following individuals to my group. *(Please list first and last name(s). Include the Acknowledgement and Liability Forms as separate attachments.)*

- 1.
- 2.
- 3.
- 4.
- 5.

**Note:** Each New Hope Partner may only have five (5) Authorized Representatives listed at any time to pull, evaluate, transfer, or transport animals for their rescue. MCACC's Alternative Placement Team may need up to 72 hours to process change requests. You will receive email confirmation once complete.

President/Director Name \_\_\_\_\_

President/Director Signature \_\_\_\_\_ Date: \_\_\_\_\_

Staff Use Only:

Date Received \_\_\_\_\_ Change Processed By \_\_\_\_\_ Date Confirmation Sent \_\_\_\_\_

Manager Approval: Yes/No    Manager Initials \_\_\_\_\_



# Maricopa County Animal Care and Control



## Incident and Injury Report

<b>Person Completing Report:</b>			
<b>Victim Name:</b>		<b>Victim Address:</b>	
<b>Phone:</b>	<b>Email:</b>	<b>City:</b>	<b>State:</b>
<b>Incident Date:</b>	<b>Incident Time:</b>	<b>Law Enforcement Case #:</b>	<b>Agency</b> (i.e. MCSO PhxPD, PhxPD)
Please circle at least one of the following injury/incident types:			
<b><u>Auto:</u></b> County Private Public (Other)	<b><u>Property:</u></b> County Private Public (Other)	<b><u>Injury:</u></b> Employee Volunteer Public	<b>Other</b> (please explain):
<b>Location</b> ( <u>Exact</u> location where incident occurred, including physical address or intersection. Use building name and where in the building if in a county facility. <input type="checkbox"/> 2500 South 27 <sup>th</sup> Avenue, Phoenix, AZ 85009 <input type="checkbox"/> 2630 West Rio Salado Pkwy, Mesa, AZ 85201 <input type="checkbox"/> Other			
<b>Witnesses/Persons Involved</b> (list all names, please print):			

**Incident Description:** **Who, What, Where, When, Why** (Attach pictures, witness statements, other documents. **DO NOT** use abbreviations or employee numbers)

Signature\_\_\_\_\_

Date\_\_\_\_\_

## Scheduling Dog-to-Dog Introductions with Eligible New Hope Only Dogs

As valued partners of our New Hope Program, MCACC offers the opportunity to request a dog-to-dog introduction appointment between an eligible New Hope Only dog and a New Hope Partner's foster/adopter owned dog, to be safely facilitated by our Behavior Team. This new option will be available to our New Hope Partners starting on **January 4, 2021**.

### What You Need to Know:

- New Hope Only dogs that are available for a dog-to-dog introduction will have the following notation "Eligible for dog-to-dog intro" clearly stated in their New Hope memo. Eligibility for an introduction appointment is at the sole discretion of MCACC staff.
- A dog-to-dog introduction with an eligible New Hope Only dog will only be conducted with the potential adopter/foster's owned dog during the scheduled appointment. MCACC will not facilitate a dog-to-dog meeting between a New Hope Only dog and any other MCACC shelter dog or animal.
- Appointments will be scheduled via [our New Hope Only online calendar](#). You will be asked to complete a basic information form as part of the appointment request process. Note: Appointments can be made up to 24 hours before the animal may be added to the euthanasia list.
- Appointments will typically be available at 11:00AM, 2:00PM, and 4:00PM daily. Please check the above link often as availability may change throughout the day.
- After scheduling the appointment, you will receive a follow-up email from Alt. Placement confirming the dog-to-dog introduction appointment date/time and providing instructions for the attendees.
- The New Hope Authorized Representative will need to accompany their potential adopter/foster for the dog-to-dog introduction appointment and can then process the transfer paperwork if the introduction is successful and the transfer is approved by a member of the Behavior team.
- MCACC staff reserve the right to decline a dog-to-dog introduction request if we feel it would not be safe or appropriate for the two dogs to meet. Similarly, the dog-to-dog introduction may be immediately ended if staff determines it is unsafe to continue.
- When you arrive for your appointment, please check in at the front lobby and ask them to contact our Behavior Team for your dog-to-dog introduction.

### Appointment Guidelines:

- No more than two (2) dog-to-dog introductions per day per New Hope Only dog/New Hope Partner.
- Appointments must be requested by the New Hope Authorized Representative on behalf of their intended foster/adopter.
- Children are not permitted at the dog-to-dog introduction appointment, all attendees must be at least 18 years of age.
- Owned dogs must already be altered to participate in the introductions.
- Group size is limited to three (3) people – the New Hope Partner Authorized Representative and up to two (2) members of their foster/adopter's family.
- There are limited appointments available for this service daily, please be sure to arrive on time for your 30-minute appointment and cancel with as much notice as possible if you are unable to attend.

Request your dog-to-dog introduction appointment here using [our online calendar](#).

MCACC is hopeful that this additional benefit will help you, our partners, to make better matches for your adopters/fosters that will ultimately increase the likelihood of more successful and permanent placements for our shelter pets.